

.03 Quality Control (QC) Review – Negative Universe

The Negative Universe from which QC may select cases for review include the following cases:

- Cases that are denied.
- Cases that are closed.
- Cases that are closed, then reopened due to the participant requesting an appeal hearing and continued benefits.
- [Categorically eligible NA](#) budgetary units of three or more participants who are eligible for zero (\$0) benefits. (See [NA Eligible-No Pay](#))

These QC reviews are referred to as QC negatives. The purpose of reviewing negative actions is to determine the accuracy of the decision to deny or stop benefits.

The QC negative review date is the decision date of the action to deny or stop benefits. When QC is unable to substantiate a valid reason for the action, an error is cited. QC completes the actions listed in [QC Review Process](#).

When designated staff from the FAA office, Region office, or the Policy Support Team (PST) disagree with the error, follow the [QC Protest](#) procedures.